

PROCEDURE: Complaints - Councillors

PURPOSE: The procedure sets out the steps to be taken by a member of the public, council employee or service provider or Councillor if they wish to make a complaint about a Councillor.

SCOPE

This procedure does not cover complaints about Council Staff, Administration and Procedures. Please use the policy: Complaints Procedure: Council Staff, Administration and Procedures.

If your complaint is about a **financial irregularity**, use the formal complaint route described in the other complaints procedure. If you are not satisfied with the answer you receive, ask the Clerk for details of the Council's External Auditor and raise your concerns with them.


If you wish to complain about a **minor matter or need for repair to property owned or operated** by the Parish Council, please contact the Parish Clerk. This type of complaint will normally be dealt with directly by the Clerk without any need for a response.

How to make the complaint is set out in Appendix A.

Your complaint should be sent directly to the Monitoring Officer at South Cambridgeshire District Council. **It must not be sent via or copied to the Melbourn Parish Clerk.**

The Monitoring Officer
South Cambridgeshire District Council
South Cambridgeshire Hall
Cambourne Business Park
Cambourne
Cambridge
CB23 6EA
Tel: 01954 713027
Email: monitoring.officer@scams.gov.uk

Document Approval:

Chair: 

Date of Parish Council Meeting: 9 January 2017

Review Policy: Every 12 months

APPENDIX A

COMPLAINT FORM

A. Your details

Please provide your name and contact details. Anonymous complaints will not be considered.

Title:	
First Name:	
Last Name:	
Address:	
Contact Telephone:	
Email Address:	
Signature:	
Date of Complaint:	

Your address and contact details will not usually be released unless this is necessary to deal with your complaint.

A copy of your complaint will be shared with any Councillor(s) about whom you are complaining. If you have serious concerns about your name and a summary or details of your complaint being released, please complete **Section C** of this Form and discuss your reasons or concerns with the Monitoring Officer.

B. Making your complaint

Please explain in the Box overleaf the nature of your complaint. If the allegation(s) being made occurred more than 28 days ago, clearly explain why the complaint was not made at an earlier date during that period of time.

Please indicate whether you are:

- A member of the public
- An elected or co-opted Member of the Council
- A Member of Parliament
- A Monitoring Officer
- A Council employee, contractor or agent of the Council
- Other (please state)

You should provide any relevant background information or other relevant documentary evidence to support your complaint.

You must name the Councillor(s) you are complaining about. If you are complaining about more than one Councillor, you should clearly explain what each individual has done, with dates and witnesses to substantiate the alleged action.

It is important that you provide all the evidence you wish to have taken into account when it is decided whether to take any action on your complaint. For example:

- You should be specific, wherever possible, about exactly what you are alleging the Councillor said or did. For instance, instead of writing that the Councillor insulted you, you should state what it was he/she said or did to insult you.
- You should provide the dates of the alleged incidents wherever possible. If you cannot provide exact dates it is important to give a general timeframe.
- You should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details if possible.
- You should provide any relevant background information or other relevant documentary evidence to support your allegation(s).
- If the allegation(s) being made occurred more than 28 days ago clearly explain why the complaint was not made at an earlier date during that period of time.

Please provide the details of your complaint. Continue on a separate sheet if there is not enough space on this form

C. Confidentiality of complainant and the complaint details**Only complete this next section if you are requesting that your identity is kept confidential**

In the interests of fairness and natural justice, a Councillor who is complained about has a right to know who has made a complaint and the substance of the allegation(s) made against him/her. Your personal details or the details of your complaint are unlikely to be withheld unless there are justifiable grounds to do so, for example:

- you may be victimised or harassed by the employee(s) against whom you are submitting a written complaint (or by a person associated with him/her) and there are reasonable grounds for this view; or
- you believe you may receive less favourable treatment from the Council because of the position of the employee(s) against whom you are submitting a written complaint in relation to any existing Council service provision or any tender you are submitting or contract you have with the Council.
- you have an occupation which may put you at risk if published personal information may enable 3rd parties to identify you.

Please note that requests for confidentiality or requests for the suppression of the personal or complaint details will not be granted automatically. The Monitoring Officer will consider the request along with your complaint and contact you with the decision. If your request for confidentiality is not granted, usually you will be allowed the opportunity, if you so wish, of withdrawing your complaint.

However, it is important to understand that - in exceptional circumstances, where the matter complained of is serious - an investigation (or other action) may proceed and there may be no choice but to disclose your personal and complaint details, in view of the allegation(s) made, even if you have expressly asked us not to.

Please provide us with details of why you believe your name and/or the details of your complaint should be withheld:

Continue on separate sheet(s), as necessary)